DOCUMENT RESUME

ED 419 560 JC 980 248

TITLE	New Hampshire Community Technical College System Annual Report, Class of 1997.
INSTITUTION	New Hampshire Community Technical Coll. System, Concord.
PUB DATE	1997-00-00
NOTE	33p.
AVAILABLE FROM	New Hampshire Community Technical College System, 5 Institute Drive, Concord, NH 03301, phone: 603-271-2722.
PUB TYPE	Reports - Descriptive (141)
EDRS PRICE	MF01/PC02 Plus Postage.
DESCRIPTORS	Academic Achievement; Access to Education; *Annual Reports; *College Graduates; *Community Colleges; Education Work Relationship; Enrollment; Job Training; *Outcomes of Education; Partnerships in Education; Police Education; Salaries; School Funds; *Technical Institutes; Transfer Students; Two Year Colleges
IDENTIFIERS	*New Hampshire

ABSTRACT

This New Hampshire Community Technical College System (NHCTCS) Annual report provides data and descriptions about its programs, students, and educational outcomes. Beginning with the NHCTCS mission statement, the report discusses access and excellence in education, providing background information on the NHCTCS and the opportunities it provides. Data is included on total and full-time equivalent enrollments according to college location. One section, the graduate profile, indicates the educational or employment status of NHCTCS graduates as of November 1997. A short description of the class of 1997 is provided, along with the outcomes of their education. The report then offers a partial listing of New Hampshire companies employing NHCTCS graduates. Data concerning return on investment, determined by historical starting wages, is also illustrated. The next section contains a list of some of the colleges and institutions that students have transferred to after completing courses at one of the NHCTCS campuses. Descriptions of workforce training programs and the NHCTCS police academy are also provided. The report concludes with a 1997 training summary indicating student enrollment and outcomes of specific programs, and the fiscal summary, which provides funding information. Members of NHCTCS governance are also identified. (YKH)

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ED 419 560

Class of 1997

New Hampshire Community Technical College System

Annual Report

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Our Mission

The New Hampshire Community Technical College System is dedicated to providing the highest possible level of technical, academic, and professional preparation to all people in New Hampshire. Its mission is to prepare students to enter directly into the work force and to advance their chosen career as technicians and skilled workers, while preparing students for continuous educational and career mobility as well as full participation in community life. As an essential element in developing and maintaining a strong economy, the department is committed to meeting the education and employment needs of existing and future New Hampshire employers. Each college serves as an educational, technical, and community resource. The department achieves its mission by holding its colleges accountable for responsiveness to all students and employers.

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Access and Excellence in Education

For over fifty years, New Hampshire's Community Technical College System (NHCTCS) has been, and continues to be, committed to ensuring that every person who wants a solid education has *access* to an outstanding one.

The New Hampshire Community Technical College System is the primary supplier of highly skilled personnel for New Hampshire business and industry. The focus remains on accessibility and technical excellence. There are more than 20,000 students enrolled in various NHCTCS programs each year. The NHCTCS offers over 75 different associate degrees, and more than 165 diploma and certificate programs, and works with businesses to supply specially designed programs on specific topics. Its programs reflect the needs of business, industry and technology, health, and allied health. As the primary (and in some cases, the only) source of training in the state, the NHCTCS concentrates on technical fields.

The Community Technical College System is composed of seven college campuses - in Berlin, Claremont, Concord, Laconia, Manchester, Nashua and Stratham - and several satellite locations. These fulfill an increasing need for education throughout the state. In New Hampshire, the percent of high school graduates attending college has increased by 23% from 1985 - 1994, and currently one out of four manufacturing jobs require some post secondary education (by 2010, that number will grow to two out of three). Enrollment in NHCTCS programs is open to anyone, regardless of historical performance. When needed, colleges make remedial programs available to prepare students for the challenges of a particular curriculum. Programs establish clear performance expectations, and are competency based. Some utilize available technology like the Internet to permit distant students to learn at their own schedule, and all student to access leading edge information in their field of study.

The NHCTCS has increased access through outreach to special populations. One unique example is a leading edge and nationally recognized program called "Transformations", in the correctional facility at Laconia. It provides applied technology programs to inmates, the credits from which may be transferred to NHCTCS upon release. This program is poised to continue, and it may appear in more locations as the prison system expands. The NHCTCS works with the State Prison System to accredit and support their educational programs. In alliance with the New Hampshire Job Training Council (JTC), and acts as the grant recipient, then awards funds to the JTC administer. The NHCTCS also provides the JTC training and development programs which benefit disadvantaged and outplaced workers.

The business and education communities, planning for a future that will require more skilled workers than ever before, share a feeling of optimism. As part of this preparation, the NHCTCS coordinates a state Task Force on Comprehensive Work Force Development, and represents New Hampshire on the Science and Technology Council of the States. Some New Hampshire companies find that their growth is not limited by their ability to sell products in the market place, but by the strength of their skilled labor force.

By establishing work force training initiatives such as Technology Deployment Centers (TDC), which train business employees to maximize new technologies and increase their productivity and competitiveness, the NHCTCS is striving to become the premiere source for work force training. Other programs focus on electronics and assembly, computer networking solutions, Total Quality Management, and Internet training. These programs are very attractive to the business community. Companies estimate that they realize $30 for every $1 invested in education and training. The NHCTCS works

Access and Excellence in Education *(continued)*

with business and industry in diverse ways. For example, the colleges secured a federal grant from the National Institute of Standards and Technology to establish a manufacturing extension program that provides technical assistance and training for small manufacturers. The NHCTCS provides the required matching funds.

Another example of a creative approach that benefits both industry and the student population is the Virtual Workplace, where students learn in an environment that stresses actual industry conditions. The infusion of skill standards has had a far greater effect on the teaching and learning process than just assuring that the subject matter is up-to-date. In this dynamic learning environment, industry methods and assessment techniques replace traditional educational practice. By using industry standards (such as ISO9001) as the classroom management tool, the NHCTCS continues to introduce a labor force that is trained to apply learned skills efficiently in their selected industries. The trend of investing in the current work force to enhance skills and increase productivity will continue, and the NHCTCS has consciously invested in and committed itself to providing the programs to which industry will turn.

The commitment to work force development programs, such as the TDC and Virtual Workplace, represent the NHCTCS commitment to dissolving the division between "traditional" and "nontraditional" students. With an average student age of 27, college populations comprise a combination of traditional students and incumbent workers (employees who are currently in the work force) who are gaining technical education in their fields or exploring professional growth. Workers now know that, to advance their careers and remain vital, they must prepare for continual learning. Working closely with current employees and employers, the NHCTCS gives students the benefits of current industry knowledge and valuable "real world" points of view.

The investment of offering continuous education and training brings dividends. The NHCTCS creates wealth and contributes to the overall quality of life in New Hampshire by investing in its neighbors. Currently, over 90% of NHCTCS students are New Hampshire residents; and two out of three own or rent property in New Hampshire, many while raising families. Of its graduates who are employed, 87% work for New Hampshire businesses. Graduates and students make a long term impact on New Hampshire's economy by (a) contributing directly through the consumer and tax structure, (b) creating an environment that allows companies to continue their in-state operations, and (c) helping state businesses capture a larger share of potential markets.

Access and Excellence in Education *(continued)*

New Hampshire's Community Technical Colleges are involved in countless partnerships and collaborations with businesses, organizations, and individuals. In equal partnership with the New Hampshire Department of Education, for example, it leads the School-to-Work effort in New Hampshire. The NHCTCS works with schools by providing Internet access. When President Clinton chose Walker School in Concord as the site to share his vision of Internet access at every school, the NHCTCS provided the technology the President used to illustrate this. The NHCTCS also provides Internet and technical support to over half the State agencies who us the Internet, including Health and Human Services, the Department of Employment Security, and the Governor's Office.

The New Hampshire Community Technical Colleges are proud institutions, working hard to form long lasting relationships with diverse businesses and investing in the state's people. The NHCTCS continues to search for exciting ways to respond to the demands of the business community and the student population, to obtain the best possible teaching resources, and to ensure that its facilities have the training opportunities and resources to provide all student with an educational experience that meets or surpasses their own expectations and the industries' standards

Many students use their education at the NHCTCS to prepare for four-year colleges. Their goals will become easier as the NHCTCS works to make credits easily transferable, increasing the options for its graduates. At the same time, incumbent workers can participate in the NHCTCS to enhance their future without economic disruption to their professional lives. As the need for community technical education continues to rise, the New Hampshire Community Technical College System will continue to provide access to technical training; offer a challenging general education curriculum that provides strong skills in science, math, and communication; and invest in responsive partnerships that benefit both New Hampshire employers and workers. The state's businesses, their customers, our students, and the NHCTCS will all benefit.

Enrollments

1996-97 DAY DIVISIONS

College Location	*Total*	*FTE*
New Hampshire Community Technical College at Berlin and Laconia	964	949
New Hampshire Community Technical College at Claremont and Nashua	1103	1037
New Hampshire Technical Institute, Concord	1366	1504
New Hampshire Community Technical College at Manchester and Stratham	1239	1119
Total	**4672**	**4609**

In 1997, over 17,000* people participated in New Hampshire Community Technical offerings.

*Unduplicated headcount from the BANNER System.

Graduates

STATUS OF GRADUATES AS OF NOVEMBER 30, 1997

College Location	Number of Graduates	Employed Full Time	Employed Part Time	Continuing Education	Entering Service	Seeking Employment	Not Seeking Employment	Status Unknown
New Hampshire Community Technical College at Berlin and Laconia	**325**	**245**	**23**	**24**	**3**	**16**	**8**	**6**
Berlin	126	86	14	10	0	10	6	0
Laconia	199	159	9	14	3	6	2	6
New Hampshire Community Technical College at Claremont and Nashua	**401**	**256**	**58**	**25**	**0**	**33**	**19**	**10**
Claremont	251	132	53	13	0	30	17	6
Nashua	150	124	5	12	0	3	2	4
New Hampshire Technical Institute, Concord	**482**	**192**	**201**	**65**	**2**	**0**	**8**	**14**
New Hampshire Community Technical College at Manchester and Stratham	**338**	**192**	**48**	**41**	**0**	**33**	**12**	**12**
Manchester	173	106	20	19	0	13	5	10
Stratham	165	86	28	22	0	20	7	2
Total	**1546**	**885**	**330**	**155**	**5**	**82**	**47**	**42**
Percentage	**100%**	**57.2%**	**21.3%**	**10.0%**	**0.3%**	**5.3%**	**3.0%**	**2.7%**

The Class of 1997

New Hampshire's Community Technical Colleges graduated a total of 1546 students, 626 men and 920 women. These students represent a combination of full and part time students who attend day and evening sessions. In addition to these graduates, almost 30,000 people participated in the Division of Community Education, in which students choose to continue to enhance their education at night through a wide variety of courses.

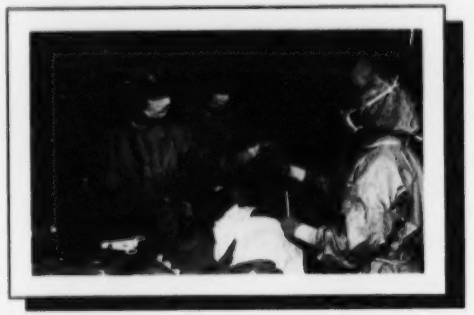
A large percentage of these graduates, 885 (57%), went on directly to full time employment, and 330 (21%) are working part time. The vast majority of graduates (81%) are working in a field directly related to their major. Choosing to continue their education at other colleges, universities, and schools were 155. Of the full time graduates of the New Hampshire Community Technical Colleges, 87% secured employment in New Hampshire.

The New Hampshire Community Technical College System offers over 75 Associate Degree programs, and over 170 Certificate or Diploma programs. In addition, NHCTCS offers a wide variety of enrichment courses.

Job Placement

NHCTCS partners with businesses all over the world to develop the programs which will benefit students the most. In New Hampshire alone, NHCTCS enjoys partnerships with over 700 different businesses. These partnerships range from a business serving in an advisory capacity, to business donating equipment to the colleges, and business providing facilities for students to get hands on experience as part of their studies.

New programs are introduced on regular basis which contain the components for which business and industry are looking. As a result, students graduating from NHCTCS programs are highly sought after, and the employment rate is extremely high. The following is a partial listing of New Hampshire companies employing NHCTCS graduates.



New Hampshire Technical Institute, Concord

Allegro Micro Systems
Barnstead Elementary School
Bitwave Research Systems
Concord Hospital
Dept. of Health and Human Services
Fisbie Memorial Hospital
Heidelberg Web
Hudson Fire Department
Lahey Hitchcock Clinic
Summa Four Inc.

NHCTC Berlin and Laconia

Berlin

Androscoggin Valley Hospital
Cabletron
Caledonian Record Publishing Company
Erendenburg-SOC
Hitchiner Manufacturing Company, Inc.
Lakeview Neuro Rehabilitation Center
Littleton Region Hospital
ME Dept. of Inland Fish and Wildlife
Memorial Hospital
U.S. Geographical Survey

Laconia

Concord Litho
Design Inc.
Dover Fire and Rescue Dept.
Dover Marine
Eptam Plastics
Gilford Boat Sales
Lakeport Landing Marine
Lilly Software
Loudon Fire Department
Nashua Fire Department

NHCTC Claremont and Nashua

Claremont

Conval School District
Dartmouth College
Elliot Hospital
Glencliffe Home for the Elderly
Hypertherm
New Hampshire Medical Labs
Physical Therapy of Milford
Split Ball Bearing
Thermal Dynamics
Visiting Nurse Association

Nashua

Astron Technologies
Business Express Airlines
Coca Cola USA
Digital Equipment Corporation
Hollis Line Machine
Innovative Telecom. Inc.
Media ONe
Omni Components Corporation
Oxford Health Plans
Sanders, a Lockheed Martin Co.

NHCTC Manchester and Stratham

Manchester

Nashua Ford
Nassar Ford
Optima Health
Pleasant View Center
Poly-Vac
Rochester Manor
RR Donnelley and Sons
Scanada International
United States Cellular
Volvo-Isuzu of Concord

Stratham

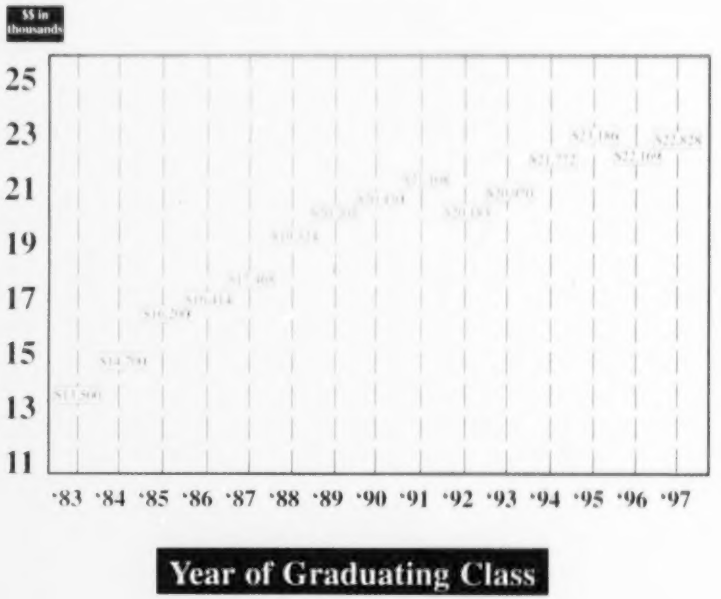
Avalon Animal Hospital
Catholic Medical Center
Dowling HVAC
Fisher Scientific
John Hancock Insurance
Lonza Biologic
NewMarket Software
Pain Management Clinic
Stratham Veterinary Hospital
Thompson Center Arms

Return on Investment

NHCTCS students and graduates are prepared to enter the workforce in several different areas. The average starting wage for the class of 1997 was $22,828. However, in some programs the average starting wages are $35,000, and in highly specialized fields such as Aviation Technology, NHCTC graduates have started with wages up to $50,000 a year.

Most graduates will build on their skills and progress quickly beyond their starting wage. The following chart illustrates historical starting wages.

Historical Starting Salaries



Transfer Institutions

A long standing goal of New Hampshire Community Technical Colleges is transferability of credits to other colleges. Recently, several new programs have made transferability much easier for NHCTC students and graduates. Students now have the option of completing their first two years of college at NHCTC, and transferring to another college, or completing a one year certificate course and transferring those credits as part of their general education requirements. This list is a portion of the colleges and institutions that NHCTC students and graduates have transferred to after completing courses at one of the NHCTC campuses. It is important to remember that the student must meet the admissions criteria of each institution, and simply attending NHCTC does not guarantee admission to other colleges.

Appalachian State University
Becker College
College of Life Long Learning
Eastern Kentucky University
Ferris State University
Franklin Pierce College
Gordon College
Hesser College
Keene State College
Lancaster Bible College
Lasalle College
Lyndon State College
Mesa State College
Monmouth College
New England College
New Hampshire College
NHCTC – Berlin
NHCTC – Claremont
NHCTC – Laconia
NHCTC – Manchester
NHCTC – Nashua
NHCTC – Stratham
NHTI – Concord
Northeastern University
Notre Dame College
Plymouth State College
Providence College
River College
Rochester Institute of Technology
Roger Williams University
Springfield College
University of Albany
University of Central Florida
University of Mass. Medical Center
University of Massachusetts
University of New Hampshire
University of Oregon
University of Rhode Island
University of Southern Maine
Wentworth Institute of Technology

Workforce Training

In addition to its day and evening divisions, each NHCTCS College maintains a quick response corporate outreach unit specifically designed to respond to business and industry needs for current and new employee education and training. In 1997, these Technology Deployment Centers trained hundreds of workers across the state.

The work force training units are in place to develop training programs, in many cases, going beyond traditional classroom approaches. Company managers work with college staff and faculty on formulating training content and delivery. Through a contractual agreement, customized programs, workshops, seminars, and courses are designed to reflect the specific needs of industry. Depending on specific equipment and material needs, training is conducted either on site at the company, or on the college campus.

The following list represents a cross section of businesses and organizations that contracted with NHCTC TDC's:

Werner Precision Machine
TECHFABRIK, Inc.
Wyman Gordon castings
James River Corporation
Felton Brush
Sanders Associates
Hampshire Chemical
Nickerson Assembly
Cabletron Systems
Merrimack County Savings Bank
Audit Security Systems
Foss Manufacturing
Hitchner Manufacturing
General Motors
HADCO Corporation
Poly-Vac
Whitefield Power
Aavid Engineering
Osram Sylvania
NYNEX
Hollis Line Machine
Polyroll, Inc.
Sonic Communications
Newman Microtechnologies
Concord (NH) School District
NH Division of Personnel
Split Ballbearing
Monadnock Training Council
Vernitron, Inc.
Laconia Savings Bank
Wausau Paper

Police Academy

The New Hampshire Police Standards and Training Council is a unit of the New Hampshire Department of Regional Community Technical Colleges, with fiscal and rule making autonomy. It was first established by the legislature in 1971, and was merged with NHCTCS in 1985. Its objectives are to establish and maintain minimum hiring and training standards for police and corrections officers, provide mandatory pre-service training to new recruits, and provide ongoing in service training to certified officers and support personnel.

The police officers that we train include State Troopers, Highway Enforcement Officers, Special Agents of the Liquor Commission, Gaming Department Officers, Fire Marshals, Forest Rangers, Agriculture Department Investigators, Deputy Sheriffs, City and Town Police Officers, County Fair Security Guards, University of New Hampshire Police Officers, and NHTI Security Officers.

Although the Council was initially established to provide training and certification for police officers, through the Budget Act, we have also trained State Corrections Officers and civilian personnel of the Department of Corrections for many years. Two years ago, the Legislature gave us a formal certification authority over State Corrections Officers. By virtue of other legislation, we are responsible for setting the minimum curriculum and physical agility standards for the County Corrections Officers, who are trained by the NH Association of Counties, and we also provide basic and in service training for Probation and Parole Officers.

The Council is funded by the penalty assessment Fund established under RSA 188-F:31. Each court with criminal jurisdiction is required to levy a surcharge of $2.00 or 15% on each fine imposed for all except municipal parking violations, and $5.00 from each monthly prisoner supervision fee paid by persons on parole or grounds of probation is deposited into this special, non-lapsing fund to support law enforcement and corrections training. An additional 2% is collected to support victim assistance programs in the state, and an additional 3% for funding court modernization programs.

The Council's headquarters is located adjacent to the grounds of the New Hampshire Technical Institute on Fan Road in Concord, in a modern criminal justice academy facility that includes classrooms and lecture halls, dormitory space, administrative offices, a tactical center with an indoor firing range, running track, and combination auditorium/practical exercise laboratory, and an outdoor emergency vehicle operations course.

The council employs a staff of 25, including administrative personnel, trainers, clerical, accounting, and maintenance workers. Its policies are set by the twelve member Police Standards and Training Council, four members of which, including the Commissioner of New Hampshire Community Technical Colleges, serve by virtue of their office. The remaining eight are appointed by the Governor. Administrative functions are under the control of the Director, who is appointed by the Commissioner of the New Hampshire Community Technical Colleges upon nomination of the Council. The Director also serves on the Leadership Team for the Department.

Graduates of both the 12 week Police academy and the six week Corrections Academy are awarded academic credits toward an Associate Degree in Criminal Justice upon completion of their respective course work.

At the Police Academy graduation, an outstanding graduate is awarded a scholarship for a full semester's attendance at any college in the NHCTC System.

1997 Training Summary

Specialized Certificates	
Certified Firearms Instructor	581
Certified Radar Operators	179
Certified Intoxilyzer Operators	1017
Total	3389

Student Hours of Training Provided	
Basic Police	77,070
Part Time Police	21,290
Basic Corrections	17,600
In-Service Police	64,660
Regional Police	3,944
In-Service Corrections	25,540
Total	210,104

Correspondence Courses and Videos	
Number Enrolled	88
Number Completed	67

Basic Police Academies	
Number Enrolled	169
Reciprocal Students	16
Total	185

Number Graduated	
Certified Full Time	114
Certified Part Time	21
Reciprocal Students	15
Total	150

Basic Corrections Academies	
Number Enrolled	74
Reciprocal Students	0
Total	74

Number Graduated	
Certified	48

Fiscal Summary

College	*Operating*	*Capital*	*Total*
NHCTC Berlin and Laconia			
Berlin	3,983,982	256,089	4,240,071
Laconia	3,763,972	154,769	3,918,741
NHCTC Claremont and Nashua			
Claremont	3,720,649	0	3,720,649
Nashua	4,037,091	0	4,037,091
NH Technical Institute, Concord	12,240,996	549,759	12,790,755
NHCTC Manchester and Stratham			
Manchester	5,667,673	135,133	5,802,806
Stratham	4,141,884	124,978	4,266,862
Central Office	2,948,794	389,532	3,338,326
Total	40,505,041	1,610,260	42,115,301

Funding Source

Capital Funds	1,610,260
General Fund	16,889,461
Tuition and Fees	18,230,790
Other Revenue	5,384,790
Total	42,115,301

Governance

Governor and Council 1997

Governor
Jeanne Shaheen

Executive Council
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James A. Normand
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